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In the Claims

This listing of claims will replace all prior versions and listings of claims in the application:

- 1. (Currently Amended) A server for a merchant computer system,
 2 the server comprising:
- a file store configured to store a range of audio/video products in respective product files and client history data, the client history data <u>including includes</u> a personal client file for individually identified clients storing and stores past purchasing
- 7 records of the client;
- a dialogue unit operable to invite and receive a client selection from among the products, to identify a personal client file corresponding to the client, and to define a degrade level signal dependent upon the identified personal client file containing client history data stored in the file store;
- a product reader connected to read the product files from the file store to generate a digital audio/video signal; and
- 15 a signal processing unit having an input selectively connectable to receive the digital audio/video signal from the 16 17 product reader, a processing core operable to apply a defined level of content degradation to the digital audio/video signal creating a 18 degraded digital audio/video signal having a degradation in 19 perceived quality corresponding to the defined degrade level signal 20 21 of the dialogue unit, and an output connected to output the 22 degraded digital audio/video signal.

Claims 2 to 34. (Canceled)

1 35. (Currently Amended) A method of operating a server of a
2 merchant computer system, the method comprising:

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inviting a client to make a selection from a range of audio/video products stored by the server in product files;

- 5 receiving a client selection for evaluation of one of the 6 products;
- 7 reading the selected product file to generate a digital 8 audio/video signal;
- 9 storing client history data, including the client history data
 10 includes a personal client file for individually identified clients
- 11 storing and stores past purchasing records of the client;
- identifying a personal client file corresponding to the client;
- defining a level of content degradation dependent on the
- 15 identified personal client file containing client history data;
- applying the defined level of content degradation to the
- 17 digital audio/video signal to generate a degraded digital
- 18 audio/video signal having a degradation in perceived quality
- 19 corresponding to said defined level of content degradation; and
- 20 outputting the degraded digital audio/video signal to the
- 21 client.

Claim 36. (Canceled)

- 1 37. (Previously Presented) A method of operating a server of a
- 2 merchant computer system, the method comprising:
- inviting a client to make a selection from a range of audio/video products stored by the server in product files;
- 5 receiving a client selection for evaluation of one of the 6 products;
- reading the selected product file to generate a digital audio/video signal;
- 9 defining a level of content degradation dependent on an 10 authorization response received by the server from a remote payment

11 gateway computer system following an authorization request by the

- 12 server including a client i.d., a client payment instrument and a
- 13 monetary value of the product selected for evaluation by
- 14 the server transmitting to the client a request for
- identification of type of payment authorization,
- 16 the client transmitting to the server identification of a
- 17 type of payment authorization selected from among a plurality
- of differing types of payment authorizations,
- defining at the server a level of content degradation as
- a function of the identified type of payment authorization;
- 21 applying the defined level of content degradation to the
- 22 digital audio/video signal to generate a degraded digital
- 23 audio/video signal having a degradation in perceived quality
- 24 corresponding to said defined level of content degradation; and
- outputting the degraded digital audio/video signal to the
- 26 client.
- 1 38. (Original) A method according to claim 35, utilizing a digital
- 2 signal processor to apply the defined level of content degradation
- 3 to the digital data stream.
- 1 39. (Currently Amended) A method of communicating between a
- 2 client, server and gateway on a computer network, the method
- 3 comprising:
- 4 a) the server storing client history data, including the
- 5 client history data includes a personal client file for
- 6 individually identified clients storing and stores past purchasing
- 7 records of the client;
- b) the client establishing communication with the server to
- 9 identify the client and a client payment instrument to the server;
- 10 c) the server identifying a personal client file
- 11 corresponding to the client;

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d) the server transmitting to the client a range of audio/video products for supply in return for payment;

- e) the client transmitting to the server an evaluation request for one of the products;
- 16 f) the server and gateway communicating to obtain payment 17 authorization for the requested product from the payment 18 instrument:
- g) the server defining a level of content degradation as a function of client history stored in the identified personal client file;
- 22 h) the server transmitting to the client a degraded 23 evaluation version of the selected product without payment 24 authorization, the degraded evaluation version of the selected 25 product having a degraded perceived quality corresponding to the 26 level of content degradation;
- 27 i) the client transmitting to the server a payment decision;
- j) the server and gateway communicating to effect payment capture for the authorized payment; and
- 30 k) the server transmitting to the client a non-degraded 31 version of the selected product.

40. (Canceled)

- 1 41. (Previously Presented) A method of communicating between a 2 client, server and gateway on a computer network, the method 3 comprising:
- a) the client establishing communication with the server to identify the client and a client payment instrument to the server, the client payment instrument selected from among a plurality of differing types of client payment instruments;
- b) the server transmitting to the client a range of audio/video products for supply in return for payment;

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10 c) the client transmitting to the server an evaluation 11 request for one of the products;

- 12 d) the server and gateway communicating to obtain payment
- 13 authorization for the requested product from the payment
- 14 instrument;
- e) the server defining a level of content degradation as a
- 16 function of said client payment instrument;
- 17 f) the server transmitting to the client a degraded
- 18 evaluation version of the selected product without payment
- 19 authorization, the degraded evaluation version of the selected
- 20 product having a degraded perceived quality corresponding to the
- 21 level of content degradation;
- 22 g) the client transmitting to the server a payment decision;
- 23 h) the server and gateway communicating to effect payment
- 24 capture for the authorized payment; and
- 25 i) the server transmitting to the client a non-degraded
- 26 version of the selected product.
 - 1 42. (Currently Amended) A server apparatus comprising:
 - 2 means for supplying a range of audio/video products as
 - 3 respective digital audio/video signals;
 - 4 means for storing client history data, including the client
 - 5 history data includes a personal client file for individually
 - 6 identified clients storing and stores past purchasing records of
- 7 the client;
- 8 means for inviting and receiving a client selection from among
- 9 the products via a network connection;
- means for identifying a personal client file corresponding to
- 11 the client;
- means for defining a level of content degradation as a
- 13 function of the identified personal client file;

. 14 means for processing the digital audio/video signal associated

15 with the selected product to apply the defined level of content

- 16 degradation thereto; and
- means for outputting the degraded digital audio/video signal
- 18 to the network connection, the degraded digital audio/video signal
- 19 having a degraded perceived quality corresponding to the defined
- 20 level of content degradation, whereby a degraded version of the
- 21 selected product is supplied to the client.
 - 1 43. (Currently Amended) A merchant computer system comprising a
- 2 server and a client interconnectable over a network, wherein the
- 3 server comprises:
- a file store configured to store a range of audio/video
- 5 products in respective product files and client history data, the
- 6 client history data including includes a personal client file for
- 7 individually identified clients storing and stores past purchasing
- 8 records of the client;
- 9 a dialogue unit having a network connection and operable to
- 10 invite and receive a client selection from among the products via
- 11 the network connection, to identify a personal client file
- 12 corresponding to the client, and to define a level of content
- 13 degradation dependent upon the personal client file containing
- 14 client history data stored in the file store;
- a product reader connected to read the product files from the
- 16 file store to generate a digital audio/video signal; and
- a signal processing unit having an input connectable to
- 18 receive the digital audio/video signal from the product reader, a
- 19 processing core operable to apply a defined level of content
- 20 degradation to the digital audio/video signal creating a degraded
- 21 digital audio/video signal having a degradation in perceived
- 22 quality corresponding to said defined level of content degradation
- 23 of the dialogue unit, and an output connected to output the

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24 degraded digital audio/video signal from the processing core to the

- 25 network connection.
- 1 (Original) The system of claim 43, wherein the client
- 2 comprises an audio/video reproduction system operable to play the
- audio/video product communicated by way of the digital audio/video 3
- 4 signal.
- 1 45. (Original) The system of claim 43, the server further
- 2 including an output stage operatively arranged between the output
- of the signal processing unit and the network connection, the 3
- 4 output stage having a packetizer for sub-dividing the degraded
- digital audio/video signal into encrypted data packets and 5
- associating decryption keys with each encrypted data packet, the 6
- dialogue unit being operable to supply a packet decoder to the 7
- 8 client over the network for decoding the digital video/audio
- signal, and wherein the client includes an input stage connected to 9
- receive the packet decoder and load the packet decoder into a 10
- 11 decoder host, the client input stage further comprising an input
- connected to receive the data packets and supply the data packets 12
- to the decoder host for packetwise decoding by applying the packet 13
- decoder with the associated decryption key of the data packet 14
- 15 concerned, wherein the client input stage is configured to corrupt
- 16 the decryption key of any given data packet before the decoded data
- of that packet is transmitted from the input stage in a form 17
- 18 playable by the reproduction system.
- (Currently Amended) A method of communicating between a 1
- client, server and gateway on a computer network, the method 2
- 3 comprising:
- 4 a) the server storing client history data, including the
- 5 client history data includes a personal client

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- 6 individually identified clients storing and stores past purchasing records of the client;
- b) the client establishing communication with the server to
- 9 identify the client;
- 10 c) the server identifying a personal client file 11 corresponding to the client;
- 12 d) the server transmitting to the client a range of 13 audio/video products for supply in return for payment;
- e) the client transmitting to the server an evaluation request for one of the products;
- 16 f) the server defining a level of content degradation as a 17 function of client history stored in the identified personal client 18 file:
- g) the server transmitting to the client a degraded evaluation version of the selected product without payment authorization, the degraded evaluation version of the selected product having a degraded perceived quality corresponding to the level of content degradation;
- 24 h) performing steps d) through g) at least once;
- i) the client transmitting to the server a purchase decision and payment instrument;
- j) the server and gateway communicating to obtain payment authorization for the requested product from the payment instrument;
- 30 k) the server and gateway communicating to effect payment 31 capture for the authorized payment; and
- 1) the server transmitting to the client a non-degraded version of the selected product.

Claims 47 and 48. (Canceled)

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- 1 49. (Previously Presented) The method of claim 35, wherein:
- 2 said step of applying a defined level of content degradation
- 3 includes inserting noise into the digital audio/video signal to
- 4 degrade signal quality.
- 1 50. (Previously Presented) The method of claim 35, wherein:
- 2 said step of applying a defined level of content degradation
- 3 includes:
- 4 performing a discrete Fourier transform on the digital
- 5 audio/video signal to obtain a frequency domain representation
- 6 of the digital audio/video signal;
- 7 frequency modulating the frequency domain representation
- 9 performing an inverse discrete Fourier transform unit on
- 10 the frequency modulated frequency domain representation of the
- 11 digital audio/video signal to reconstruct a time domain
- representation of the digital audio/video signal;
- wherein the frequency modulating effects a degradation of
- 14 perceived signal quality in the reconstructed digital audio/video
- 15 signal.
- 1 51. (Previously Presented) The method of claim 50, wherein:
- 2 said step of frequency modulating includes one or more of the
- 3 following frequency band rejection, frequency low pass filtering
- 4 and frequency high pass filtering to effect a degradation of
- 5 perceived signal quality.
- 1 52. (Previously Presented) The method of claim 50, wherein:
- 2 said step of frequency modulating includes phase inversion
- 3 over at least one range of frequency components to degrade signal
- 4 quality.

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- 1 53. (Previously Presented) The method of claim 50, wherein:
- 2 said digital audio/video signal includes a digital audio
- 3 signal; and
- 4 said step of frequency modulating includes inserting masked
- 5 sound contributions adjacent amplitude peaks of the frequency
 - domain representation of the digital audio signal to degrade signal
- 7 quality.

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- 1 54. (Previously Presented) The method of claim 50, further
- 2 including the step of:
 - 3 mixing a signal with the digital audio/video signal before
 - 4 performing the discrete Fourier transform to effect a degradation
 - 5 of perceived signal quality.
 - 1 55. (Previously Presented) The method of claim 54, further
 - 2 comprising:
 - 3 frequency modulating the digital audio/video signal following
 - 4 mixing and before the performing the inverse discrete Fourier
 - 5 transform, the frequency modulating including band-pass filtering
 - 6 to suppress frequency contributions lying outside a selected
 - 7 frequency range to effect a degradation of perceived signal
 - 8 quality.
- 1 56. (Previously Presented) The method of claim 55, wherein:
- 2 said frequency modulating includes inserting masked sound
- 3 contributions adjacent the mixing frequency to degrade signal
- 4 quality.
- 1 57. (Previously Presented) The method of claim 35, wherein:
- 2 the digital audio/video signal includes a digital video
- 3 signal;
- 4 the method further comprising:

5 holding frames of the digital video signal in a frame buffer; 6 and

- 7 manipulating frames held in the frame buffer to generate a 8 degraded digital video signal.
- 1 58. (Previously Presented) The method of claim 57, wherein:
- 2 the digital video signal consists of an MPEG standard video
- 3 signal including as frame types I-frames, P-frames and B-frames;
- 4 and
- 5 wherein said step of manipulating frames includes
- 6 identifying the frame type of frames held in the frame
- 7 buffer, and
- 8 performing frame manipulation of held frames according to
- 9 frame type so as to effect a degradation of perceived video
- 10 signal quality.
- 1 59. (Previously Presented) The method of claim 57, wherein:
- 2 the digital video signal consists of an MPEG standard video
- 3 signal including data blocks, each comprising a plurality of
- 4 pixels; and
- 5 wherein said step of manipulating frames includes varying the
- 6 pixels of the data blocks of at least selected ones of held frames
- 7 so as to effect a degradation of perceived video signal quality.
- 1 60. (Previously Presented) The method of claim 57, wherein:
- 2 the digital video signal includes an MPEG standard video
- 3 signal including motion vectors; and
- 4 wherein said step of manipulating frames includes varying the
- 5 motion vectors of at least selected ones of the held frames so as
- 6 to effect a degradation of perceived video signal quality.

- 1 61. (Previously Presented) The method of claim 57, wherein:
- 2 the digital video signal consists of an MPEG standard video
- 3 signal including objects; and
- 4 wherein said step of manipulating frames includes manipulating
- 5 the objects of at least selected ones of the held frames so as to
- 6 effect a degradation of perceived video signal quality.
- 1 62. (Previously Presented) The method of claim 35, wherein:
- 2 said digital audio/video signal includes a multi-channel
- 3 digital audio signal; and
- 4 said step of applying the defined level of content degradation
- 5 includes switching individual channels within the multi-channel
- 6 digital audio signal to apply spatial modification to the digital
- 7 audio signal so as to effect a degradation of perceived digital
- 8 audio signal quality.
- 1 63. (Previously Presented) The method of claim 35, wherein:
- 2 said digital audio/video signal includes a multi-channel
- 3 digital audio signal; and
- 4 said step of applying the defined level of content degradation
- 5 includes inverting the phase of at least one of the channel of the
- 6 multi-channel digital audio signal so as to effect a degradation of
- 7 perceived digital audio signal quality.
- 1 64. (Previously Presented) The method of claim 35, wherein:
- 2 said digital audio/video signal includes a multi-channel
- 3 digital audio signal; and
- 4 said step of applying the defined level of content degradation
- 5 includes adding together individual ones of the channels of the
- 6 multi-channel digital audio signal so as to effect a degradation of
- 7 perceived digital audio/video signal quality.

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- 1 65. (Previously Presented) The method of claim 35, wherein:
- 2 said digital audio/video signal includes a multi-channel
- 3 digital audio signal; and
- 4 said step of applying the defined level of content degradation
- 5 includes at least one of removing or attenuating of at least one of
- 6 the channels of the multi-channel audio signal so as to effect a
- 7 degradation of perceived digital audio/video signal quality.
- 1 66. (Previously Presented) The method of claim 35, wherein:
- 2 the digital audio/video signal includes an n-bit digital audio
- 3 signal; and
- 4 said step of applying the defined level of content degradation
- 5 includes converting the n-bit digital audio signal into an m-bit
- 6 digital audio signal where m is less than n so as to effect a
- 7 degradation of perceived digital audio signal quality.
- 1 67. (Previously Presented) The method of claim 35, wherein:
- 2 said step of applying the defined level of content degradation
- 3 includes time modulating the digital audio/video signal so as to
- 4 effect a degradation of perceived digital audio signal quality.
- 1 68. (Previously Presented) The method of claim 67, wherein:
- 2 said step of time modulating the digital audio/video signal to
- 3 degrade signal quality includes at least one of:
- 4 speeding-up or slowing-down the digital audio/video
- 5 signal;
- 6 changing in the value of data bits in volume, luminance
- 7 or chrominance data contained within the digital audio/video
- 8 signal; and
- 9 lengthening of a sampling period of the digital
- 10 audio/video signal.

- 1 69. (Previously Presented) The method of claim 35, wherein:
- said step of applying the defined level of content degradation
- 3 includes
- 4 converting the digital audio/video signal into an analog
- 5 audio/video signal,
- 6 analog processing the analog audio/video signal creating
- 7 a degraded analog audio/vided signal having a degradation in
- 8 perceived quality corresponding to said defined level of
- 9 content degradation, and
- 10 converting the degraded analog signal into a degraded
- 11 digital audio/video signal for output.
 - 1 70. (Previously Presented) The method of claim 69, wherein:
- 2 the analog audio/video signal includes an analog audio signal;
- 3 and
- 4 said step of analog processing includes frequency domain
- 5 modulating the analog audio signal so as to effect a degradation of
- 6 perceived audio signal quality.
- 1 71. (Previously Presented) The method of claim 70, wherein:
- 2 said step of frequency domain modulating includes one or more
- 3 of band-reject filtering, low-pass filtering, high-pass filtering
- 4 and frequency-selective phase inversion to effect a degradation of
- 5 perceived audio signal quality.
- 1 72. (Previously Presented) The method of claim 35, wherein:
- 2 said step of applying the defined level of content degradation
- 3 includes adding a secondary signal to the digital audio/video
- 4 signal so as to effect a degradation of perceived digital
- 5 audio/video signal quality.

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1 73. (Previously Presented) The method of claim 72, further

- 2 comprising:
- 3 generating said secondary signal to degrade signal quality.
- 1 74. (Previously Presented) The method of claim 73, wherein:
- 2 said step of generating said secondary signal generates a
- 3 noise signal to degrade signal quality.
- 1 75. (Previously Presented) The method of claim 73, wherein:
- 2 said step of generating said secondary signal generates a
- 3 content-based audio signal to degrade signal quality.
- 1 76. (Previously Presented) The method of claim 35, wherein:
- 2 said step of adding a secondary signal to the digital
- 3 audio/video signal selects a level of the added secondary signal
- 4 determined by said level of content degradation to degrade signal
- 5 quality.
- 1 77. (Previously Presented) The server of claim 1, wherein:
- 2 the file store stores client history data whereby the personal
- 3 client file stores data indicative of a record of prior purchases
- 4 of audio/video products following output of a degraded digital
- 5 audio/video signal by said signal processing unit; and
- 6 said dialogue unit is further operable to define the degrade
- 7 level dependent upon the record of prior purchases of audio/video
- 8 products.
- 1 78. (Previously Presented) The server of claim 77, wherein:
- said dialogue unit is further operable to define the degrade
- 3 level at a first degrade level for clients whose record of prior
- 4 purchases of audio/video products following output of a degraded
- 5 digital audio/video signal by said signal processing unit is high,

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- 6 at a second degrade level higher than the first degrade level for
- 7 clients whose record of prior purchases of audio/video products
- 8 following output of a degraded digital audio/video signal by said
- 9 signal processing unit is low, and at a third degrade level
- 10 intermediate between the first degrade level and the second degrade
- 11 level for new clients without a record of prior purchases.
 - 1 79. (Previously Presented) The method of claim 35, wherein:
- 2 the step of storing client history data stores client history
- 3 data whereby the personal client file stores data indicative of a
- 4 record of prior purchases of audio/video products following output
- 5 of a degraded digital audio/video signal by said signal processing
- 6 unit; and
- 7 said step of defining a level of content degradation defines
- 8 the degrade level dependent upon the record of prior purchases of
- 9 audio/video products.
- 1 80. (Previously Presented) The method of claim 79, wherein:
- 2 said step of defining a level of content degradation further
- 3 defines the degrade level at a first degrade level for clients
- 4 whose record of prior purchases of audio/video products following
- 5 output of a degraded digital audio/video signal by said signal
- 6 processing unit is high, at a second degrade level higher than the
- 7 first degrade level for clients whose record of prior purchases of
- 8 audio/video products following output of a degraded digital
- 9 audio/video signal by said signal processing unit is low, and at a
- 10 third degrade level intermediate between the first degrade level
- 11 and the second degrade level for new clients without a record of
- 12 prior purchases.

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- 1 81. (Previously Presented) The method of claim 37, wherein:
- 2 the plurality of differing types of payment authorizations
- 3 includes at least one selected from the group consisting of credit
- 4 card, debit card, electronic cash, electronic check and smart card.
- 1 82. (Previously Presented) The method of claim 39, wherein:
- 2 the step of the server storing client history data stores
- 3 client history data whereby the personal client file stores data
- 4 indicative of a record of prior purchases of audio/video products
- 5 following output of a degraded digital audio/video signal by said
- 6 signal processing unit; and
- 7 said step of the server defining a level of content
- 8 degradation defines the degrade level dependent upon the record of
- 9 prior purchases of audio/video products.
- 1 83. (Previously Presented) The method of claim 82, wherein:
- 2 said step of the server defining a level of content
- 3 degradation further defines the degrade level at a first degrade
- 4 level for clients whose record of prior purchases of audio/video
- 5 products following output of a degraded digital audio/video signal
- 6 by said signal processing unit is high, at a second degrade level
- 7 higher than the first degrade level for clients whose record of
- 8 prior purchases of audio/video products following output of a
- 9 degraded digital audio/video signal by said signal processing unit
- 10 is low, and at a third degrade level intermediate between the first
- 11 degrade level and the second degrade level for new clients without
- 12 a record of prior purchases.
 - 1 84. (Previously Presented) The method of claim 41, wherein:
 - 2 the plurality of differing types of payment authorizations
- 3 includes at least one selected from the group consisting of credit
- 4 card, debit card, electronic cash, electronic check and smart card.

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- 1 85. (Previously Presented) The server apparatus of claim 42, 2 wherein:
- 3 the means for storing client history data whereby the personal
- 4 client file stores data indicative of a record of prior purchases
- 5 of audio/video products following output of a degraded digital
- 6 audio/video signal to the network connection; and
- 7 the means for defining a level of content degradation defines
- 8 the degrade level dependent upon the record of prior purchases of
- 9 audio/video products.
- 1 86. (Previously Presented) The server of claim 85, wherein:
- 2 means for defining a level of content degradation defines the
- 3 degrade level at a first degrade level for clients whose record of
- 4 prior purchases of audio/video products following output of a
- 5 degraded digital audio/video signal to the network connection is
- 6 high, at a second degrade level higher than the first degrade level
- 7 for clients whose record of prior purchases of audio/video products
- 8 following output of a degraded digital audio/video signal to the
- 9 network connection is low, and at a third degrade level
- 10 intermediate between the first degrade level and the second degrade
- 11 level for new clients without a record of prior purchases.
- 1 87. (Previously Presented) The merchant computer system of claim
- 2 43, wherein:
- 3 the file store stores client history data whereby the personal
- 4 client file stores data indicative of a record of prior purchases
- 5 of audio/video products following output of a degraded digital
- 6 audio/video signal by said signal processing unit; and
- 7 the dialogue unit is further operable to define the degrade
- 8 level dependent upon the record of prior purchases of audio/video
- 9 products.

- 1 88. (Previously Presented) The merchant computer system of claim 2 87, wherein:
- 3 said dialogue unit is further operable to define the degrade
- 4 level at a first degrade level for clients whose record of prior
 - purchases of audio/video products following output of a degraded
- 6 digital audio/video signal by said signal processing unit is high,
- 7 at a second degrade level higher than the first degrade level for
- 8 clients whose record of prior purchases of audio/video products
- 9 following output of a degraded digital audio/video signal by said
- 10 signal processing unit is low, and at a third degrade level
- 11 intermediate between the first degrade level and the second degrade
- 12 level for new clients without a record of prior purchases.
 - 1 89. (Previously Presented) The method of claim 46, wherein:
- 2 the step of the server storing client history data stores
- 3 client history data whereby the personal client file stores data
- 4 indicative of a record of prior purchases of audio/video products
- 5 following output of a degraded digital audio/video signal by said
- 6 signal processing unit; and
- 7 said step of the server transmitting to the client a degraded
- 8 evaluation version of the selected product defines a degrade level
- 9 dependent upon the record of prior purchases of audio/video
- 10 products.

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- 1 90. (Previously Presented) The method of claim 89, wherein:
- said step of the server transmitting to the client a degraded
- 3 evaluation version of the selected product further defines the
- 4 degrade level at a first degrade level for clients whose record of
- 5 prior purchases of audio/video products following output of a
- 6 degraded digital audio/video signal by said signal processing unit
- 7 is high, at a second degrade level higher than the first degrade

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- 8 level for clients whose record of prior purchases of audio/video
- 9 products following output of a degraded digital audio/video signal
- 10 by said signal processing unit is low, and at a third degrade level
- 11 intermediate between the first degrade level and the second degrade.
- 12 level for new clients without a record of prior purchases.